

Inventor One Given Name : Michael P.  
Family Name :: Lilly  
Postal Address Line One :: 378 Patten Hill Road  
City :: Candia  
State/Province :: NH  
Country :: USA  
Postal or Zip Code :: 03034  
City of Residence :: Candia  
State/Prov. of Residence :: NH  
Country of Residence :: USA  
Citizenship :: USA

**Correspondence Information**

Correspondence Customer Number :: 021323

**Application Information**

Title Line One :: SYSTEM AND METHOD FOR DETERMINING AND  
Title Line Two :: REDUCING CUSTOMER SERVICE IMPACT  
Total Drawing Sheets :: 20  
Formal Drawings :: Yes  
Application Type :: Utility  
Docket Number :: LLY-004

**Representative Information**

Representative Customer Number :: 021323

**Continuity Information**

This application is a :: Continuation-in-Part  
> Application One :: 09/421,834  
Filing Date :: October 20, 1999  
which is a :: Claims benefit of  
>> Application Two :: 60/105,129  
Filing Date :: October 21, 1998  
This application is a :: Continuation-in-Part  
> Application Three :: 09/593,336  
Filing Date :: June 14, 2000  
which is a :: Continuation  
>> Application Four :: 09/065,932  
Filing Date :: April 24, 1998  
Patent Number :: 6,088,626  
which is a :: Continuation  
>>> Application Five :: 08/250,179  
Filing Date :: May 27, 1994  
Patent Number :: 5,787,000  
This application is a :: Claims benefit of  
> Application Six :: 60/160,447  
Filing Date :: October 19, 1999

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